

# MONTANA STATE LIBRARY

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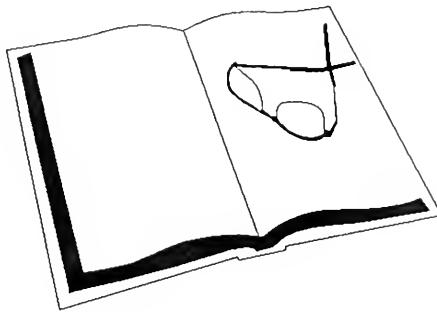
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MONTANA STATE LIBRARY

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*MONTANA STATE LIBRARY  
PATIENTS' LIBRARY  
MONTANA STATE HOSPITAL*

*1992 ANNUAL REPORT*



Prepared for:

Montana State Library Commission

STATE DOCUMENTS COLLECTION

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MONTANA STATE LIBRARY  
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## SERVICES

The Patients' Library was made possible by a Federal Library Services and Construction Act and first opened in 1969. At the time the library opened there were over 2000 patients residing at Montana State Hospital (MSH). Today MSH operates as a state mental hospital at two sites, Galen and Warm Springs. Total population now currently averages about 350 (around 210 patients are at Warm Springs) and the hospital is staffed by over 700 employees. The state prison for women, the Women's Correctional Center (WCC), was added to the campus in 1982 by renovating a former nurses' dorm.

The library is administered by Montana State Library, Library Development and operates as a complete library within the grounds of Montana State Hospital. The library serves Montana State Hospital patients, hospital staff, the Women's Correctional Center, WCC staff and the families of staff members.

The library provides several direct services to the patrons of Montana State Hospital through the following locations:

1. *Patients' Library* is located in the multi-purpose building on the Warm Springs campus. It consists of a main room, a music room and an outdoor patio. The library operates as a public library with more general-interest items than medical items. The library offers a solid collection in the nonfiction and fiction areas as well as a large collection of self-help and psychology books, record albums, cassettes, videos, games and puzzles, reference items, vertical file and information resources.
  - A. Hours: open 28 hours per week
  - B. Patrons: 20-40 per day served
2. A program that was reinstated in 1989 was the reading program at *Spratt 219*, the elderly treatment ward on the campus. In addition to readings from current events, books and slide shows Patients' Library acquired several kits from Bi-folkal Productions. These kits incorporate the use of the senses through cassette tapes, slides and mementos to touch. The kits were used by both the library and the rehabilitation staff in 1992 and were a tremendous asset. Guitar music was introduced by the librarian in 1991. Using old time songs to stimulate memory and slide projections to display the words, a sing-a-long format is used. The music added diversity and interest to the program.

Plans for 1993 include guest appearances for the program.

- A. Hours: one hour per week
- B. Patrons: averages 20 per reading session

3. Another service Patients' Library provides is a **Forensic library**. The Forensic building was opened in September 1988 as the maximum security unit for the hospital. Patients reside in this building for security reasons, court-ordered evaluations or closer supervision and evaluation than is available on the wards. Because of the security designation, patients are confined to the building and also to their respective wards on Forensic. In 1989 the Forensic library underwent a major change in collection. In the past the books were on loan from the Patients' Library and many were lost or destroyed. In 1989 the books in the Forensic library were replaced entirely with both fiction and non-fiction donations. In addition, patients may request any items from the Patients' Library and their requests are filled within 24 hours.
  - A. Hours: 4 1/2 hours per week, 1 1/2 of those on Maximum
  - B. Patrons: 80 total, average of 20 use the library per week
4. The library also provides service to the **Women's Correctional Center (WCC)**. WCC consists of one main building housing approximately 50 inmates and an expansion unit that handles 14 high security inmates. 35 staff members are also served by Patients' Library. Both buildings are provided with a traveling trunk (see Item 7. below) and they are rotated every 3 months. The trunks are managed by an instructor at the prison. In addition to the inmates who are allowed ground privileges, WCC also brought a group to the library every 1 to 2 weeks. Patients' Library provided service on a request basis to both units. All requests from WCC are filled within 24 hours.
  - A. Hours: continuous
  - B. Patrons: approximately 30% of the population visits the Patients' Library in person.
5. The librarian monitors several book carts, including one on **Spratt**. Spratt (geriatric unit) books are loaned from Patients' Library and are changed approximately every six months. The books include travelogues, large print, short story and popular fiction selection.
  - A. Hours: continuous
  - B. Patrons: 50 on two wards
6. Book carts on the **Treatment Units** are stocked with donated books as patients in those buildings have access to the main library. These books are checked periodically and changed among the wards so that there is different reading material available.
  - A. Hours: continuous
  - B. Patrons: 100 on four wards

7. The ***traveling trunk system*** consists of seven colorful wooden trunks filled with fiction/nonfiction books, audio cassette books and a cassette player with headphones. Each trunk contains approximately 125 items. Participating libraries include Patients' Library at Warm Springs, WCC library, WCC expansion unit, Alcoholism Service Center at Galen, Lighthouse Program at Galen and Mountain View School in Helena. The trunks are rotated every 2-3 months.

The first trunk was placed at the Lighthouse Program in September of 1990.

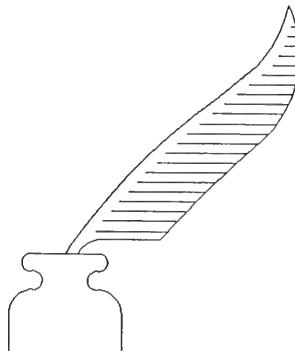
Management of the trunks is carried out by Library Development / Montana State Library and the Patients' Library at Warm Springs.

An evaluation of the trunk system was conducted in 1992 and all participating libraries wanted to continue to participate with the exception of the library at Galen as they changed their policy on reading materials for patients. As a result two new libraries were added to the rotation - Columbia Falls Veterans Home and Lewistown Home for the Aged.

With the help of Diane Gunderson, the trunks were also weeded in 1992 with several new items added to each trunk. Dale Miller, the carpentry teacher at Warm Springs, also added hinges to each trunk.

## CAPITAL IMPROVEMENTS

1. A new heating system was installed for the library and the entire Multi-Purpose building in 1992. The new system provides a much more consistent heat range for comfort in the library.
2. New plant stands, a cassette rack and a pamphlet rack were also installed in 1992.



## SPECIAL PROMOTIONS

Patients' Library held several special promotions during 1992 in an effort to generate interest in the library materials and get regular patrons to take a new look at the library. Contests are well received and patients look forward to them. The following events were conducted during 1992.

1. The annual ***Patients' Library Poetry Contest*** is held every April in conjunction with National Library Week. Patients may submit an original poem, prose item or other literary work. The entries are judged by a panel of employees, usually from different hospital areas. In 1992, there were seven entries. The prizes for the contest were as follows: \$20 for first place, \$15 for second place and \$10 for third place.

Consolation prizes were awarded to all participants. Other activities for National Library Week included a resident art display and an all day folk music show in the library. Cookies, juice and coffee are served. The music was performed by Dave Cassan with 103 people enjoying the music and several residents from closed wards were escorted to the show.

2. In October a ***Halloween*** contest was held. Patrons had to guess the number of candy pumpkins in a jar the week before Halloween. The top three guesses received a prize. First prize was a library logo coffee cup, second prize was a library note pad and third prize was a poster.

The library also had pumpkin suckers for patrons with library related questions inside. Patrons had to use the library to find the answers and received a prize for a correct answer.

3. An ongoing award is given for patients who return ***lost books***. Any patient who returns a lost book (one that is not currently in the circulation file and belongs to the Patients' Library) is given a pen with a library logo on it or a poster.
4. Starting in 1990, Patients' Library began circulating a ***calendar*** at the beginning of the month and a ***flyer*** about mid-month. Thirty copies are circulated to patient areas, WCC and staff areas. The calendar contains library hours, schedule changes and general interest items. The flyer is used to promote a monthly theme and provide updated library news.
5. Beginning in 1991, the staff at MSH began circulating a ***newsletter***. Patients' Library submits a current "Hot Book" list for staff members to take advantage of. The letter is circulated monthly.
6. Starting in 1992, a ***new shelf list*** was distributed monthly to all wards and WCC. The list provides the entire grounds and Galen with updated lists of new materials.
7. In October the library hosted a ***Patient/Staff Forum*** on orientation to the public library. Basics of library use were presented along with hands on computer work. Both staff and patients attended. The event was held in conjunction with the Day Care Treatment agenda.

## PUBLIC RELATIONS

Every year the librarian is asked to participate in several hospital-wide activities scheduled for patients. In assisting with the activities, the librarian has been able to establish a network of colleagues throughout the grounds and promote the library to hospital staff. Usually, the librarian assistant can operate the library during these functions because they are in the same building. Other times the library is closed. Because there are so many patients involved, there are very few patrons in the library at those times.

In 1992, the hospital named the Multi-Purpose building the center for their new Day Care Treatment program. The program emulates out-patient centers around the state. As a result, the library is involved in many more public relations activities on a weekly basis.

The hospital has several events which are scheduled from year to year and are highly attended by staff and patients:

1. In February of every year, the Recreation Staff hosts a *Whiffleball Tournament*. The tournament is a media event with local newspaper and television coverage. The librarian emceed the two day event. The inmate helper also helped set up tables and distributed popcorn. The librarian also participated in an all-star vs. staff game the following week.
2. In June, patients and staff put on an *art show*. Many items are made throughout the year and are put up for sale at the art show. At the 1992 art show, the Patients' Library put up a booth showing new books, cassette tapes, video tapes and gave away bookmarks with a library theme. In addition posters and books were raffled.
3. In July the rehabilitation staff staged a one-day *carnival*. In 1992, the librarian put up booths and decorated, and emceed the event. The library also provided the music for the carnival.
4. The librarian put on a *fly-tying demonstration* for patients as part of the Day Care Treatment agenda in December.
5. A week before Christmas, the staff goes *Christmas caroling*. This is a good chance to visit patients on closed wards and also staff that are in supplementary services, such as the laundry. Many patients who are confined because of health or security reasons look forward to this annual event. In 1992, the librarian accompanied the Rehabilitation Supervisor on guitar.
7. Throughout the year the staff sponsors *dances* and the librarian often is asked to help keep track of patients, help provide music and to serve patients refreshments. The staff also holds Bingo games and the librarian has helped call numbers.
8. During *holiday seasons* the librarian is often asked to supply materials or record albums to staff for ward activities. In 1992 the librarian was asked for materials for Valentine's Day, St. Patrick's Day, the Fourth of July, Halloween, Thanksgiving and Christmas.

## IN-SERVICE TRAINING

Both Montana State Library and Montana State Hospital provide ongoing training for their employees. The State Library helped sponsor workshops and conferences on library issues, and Montana State Hospital offered many workshops on mental health issues. The librarian was able to attend several training programs through each agency. Patients' Librarian also presented several workshops.

1. In early March of 1992, The Patients' Librarian provided an afternoon workshop on the basics of library procedure to the *inmate librarians* at WCC.
2. March 6, 1992. **MLA Offline and WLN Users Group**, Fairmont Hot Springs. The librarian attended workshops on Bulletin Board Systems, WLN Update and new CD-ROM, LANS and WANS technology.
3. April 26-29, 1992. The **MLA Conference** in Bozeman. The librarian teamed with Bob Cooper, MSL, Library Development, to present a workshop on LaserCat and UltraCard Marc training. Mr. Cooper, with assistance from Diane Gunderson / MSL / Library Development, presented to the beginning group to field questions on hardware, setup, and DOS questions. Patients' Librarian, with the assistance of Darlene Staffeldt / MSL / Information Resources, presented to the advanced group that had already had some training and experience. Evaluations from the participants were very favorable.
4. June, 1992. Patients' Librarian presented a demonstration of UltraCard Marc to Dave Beatty and his assistant from **Montana State Prison**.
5. July 17, 1992. Tour of **Silverhouse and Guilderhouse** Day community health centers in Butte. Provided by Montana State Hospital staff development. Good orientation of just where our patients are going after their release from the hospital. Silverhouse is an open environment teaching basic skills, job searching etc.. Guilderhouse is an acute crisis center.
6. September, 1992. Conducted **workshops on LaserCat / UltraCard Marc** with Bob Cooper and Sheila Cates in Miles City, Lewistown, and Missoula. Mr. Cooper led the LaserCat portion and the Patients' Librarian led the UltraCard portion on these two day workshops. Evaluations from participants were very high and indicate a need for this type of training in the future.

Plans for education in 1993 include:

1. WLN Offline retreat
2. MLA Conference in Kalispell
3. Various training at MSH, Warm Springs
4. Presenting workshops on library technology
5. Receive training on several computer applications including:
  - A. Windows
  - B. New formats for LaserCat / UltraCard Marc on WLN's December issue

## INMATE SUPPORT STATISTICS

On September 18, 1989 the on-the-job-training program with Women's Correctional Center employees was reinstated. In 1992 one inmate worker contributed 15 hours per week. In addition, this worker donated 7 1/2 hours per week. The wages were paid by the employment program at no extra cost to Patients' Library.

Late in 1992, a patient from MSH was also employed. The patient contributed 5 hours per week, 3 at the Forensic Library and 2 at Patients' Library.

The workers performed the following tasks:

- filing books and catalogue cards
- cataloging and processing new acquisitions
- monitoring circulation through check-out, check-in and book request procedures
- miscellaneous duties such as organizing albums, composing and typing correspondence and assisting patrons

The worker benefits by learning skills that make that person more employable when she is ready to leave the institution. The arrangement with WCC is beneficial to the Patients' Library as an inmate is long-term and the worker can be trained to do more complex and comprehensive tasks.

## DONATIONS

Several large donations were made to the library in 1992. Anaconda Consignment donated six boxes of paperbacks. KECI TV donated 33 music CD's and 17 cassette tapes. The Gifts With a Lift program donated 20 music cassettes and 100 books. Promotional book posters were donated by Waldenbooks of Helena. Five magazine subscriptions (on disc) were donated from LBPH / Montana State Library.

On a smaller scale, many staff members and patients donated books after they were finished reading them. A small percentage of these books were used to fill the Patients' Library collection, while the rest were used primarily to fill the Forensics Library. Some were donated to WCC and others to Galen.



## PERIODICALS

Each year Montana State Hospital (MSH) budgets an amount for newspapers and periodicals at Patients' Library. As subscription prices continue to rise the budget generally remains the same. Luckily, many newspapers and a few magazines are donated.

A change occurred in the 1991-92 budget. MSH allowed Patients' Library to renew all subscriptions without budgetary constraints. They asked that the library did not add any new subscriptions without canceling another.

MSH allocated an additional \$1074.00 to pay for a WLN LaserCat subscription. This support insures quality service to patients and staff.

Patients' Library began using a jobber for magazine subscriptions in fiscal year 1992-1993. Hopefully this will save money and time.

The following statistics emphasize the need for adequate budgeting:

FISCAL YEAR	AMOUNT BUDGETED	AMOUNT SPENT	# OF PAPERS	# OF MAGAZINES
91/92	N/A +	1210.49	6*	16
90/91	1163.00 +	1253.45	5	16
89/90	924.00	1006.29	5	14
88/89	897.00	973.74	5	15
87/88	996.00	1006.65	6*	13
86/87	1011.00	735**	**	**
85/86	1435.00	1347.75	**	**
84/85	1012.00	1012.00	6*	23
83/84	1078.00	1078.00	6*	34
82/83	961.00	960.28	4	27
81/82	961.00	959.16	6*	35
80/81	738.00	738.30	**	**

\* This includes a subscription to USA Today, a daily national paper.

\*\* Information not available--incomplete financial reports.

+ This amount plus \$842.52(90/91), \$1074(91/92) for Lasercat.

The following newspapers subscriptions are donated:

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1. Montana Standard	11. Independent Enterprise
2. Christian Science Monitor	12. Big Horn County News
3. Roundup Record	13. Montana Catholic
4. Sun Times	14. Anaconda Leader
5. Carbon County News	15. Kalispell News
6. Daily News*	16. Plentywood Herald
7. Inter Lake	17. Boulder Monitor
8. Bozeman Chronicle	18. Miles City Star
9. Whitefish Pilot	19. Glacier Reporter*

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The following magazine subscriptions are donated:

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1. Reader's Digest	9. The Enthusiast
2. National Geographic	10. Youth
3. Video Magazine*	11. Discs from LBPH*
4. Hospital and Community Psychiatry	A) Better Homes & Gardens
5. Ideals	B) Good Housekeeping
6. Guideposts	C) Newsweek
7. Montana Farmer-Stockman	D) National Geographic
8. Stereo Review*	E) Readers Digest

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\*new for 1992

# FORENSICS LIBRARY

## 1992 YEAR END STATISTICS

### YEAR END TOTALS

#### DIRECT USERS

NONFICTION --- 106  
FICTION --- 226  
MAGAZINES --- 176  
CATALOGS --- 31

#### MAXIMUM USERS

NONFICTION --- 161  
FICTION --- 258  
MAGAZINES --- 397

#### INDIRECT USERS

NEWSPAPERS --- (continuous)  
REQUESTS TO LIBRARY --- 54

#### REFERENCE

ANSWERED HERE --- 12  
ANSWERED AT MAIN LIBRARY --- 29  
MSL REFERENCE --- 4

#### TYPE OF DIRECT USER

PATIENTS --- 221  
EMPLOYEES --- 77

## SUMMARY

### FORENSIC LIBRARY

Forensic Library use remained fairly steady in 1992. There was an increase in service for reference questions that were answered at various places.

There are no statistics on female security patients for 1992 as the unit went coed.

Use on the maximum unit dropped significantly in 1992 as far less patients were held there.

## INTERLIBRARY LOAN STATISTICS

### \* \* LOANED TO PATIENTS' LIBRARY \* \*

#### MONTANA PUBLIC LIBRARIES

MtMis -- 17	MtS ---- 3	MtPw --- 2	MtFR --- 1
MtK ---- 15	MtLib -- 2	MtJG --- 1	MtDe --- 1
MtGr --- 6	MtCol -- 3	MtCh --- 1	MtHar -- 4
MtBil -- 18	MtWp --- 7	MtRd --- 1	MtB ---- 9
MtMc --- 4	MtTF --- 1	MtH ---- 10	MtMa --- 1
MtSu --- 1	MtBu --- 13	MtSid -- 3	MtCi --- 2
MtLe --- 6	MtBr --- 3	MtHa --- 5	MtGI --- 6
MtT ---- 2	MtW ---- 2		

#### MONTANA ACADEMIC LIBRARIES

MtU ---- 39	MtBuM -- 1	MtKF --- 1	MtPoF -- 2
MtBC --- 23	MtHan -- 5	MtBilR - 2	MtBilE - 8
MtMcC -- 2	MtGD --- 2	MtGrCE - 1	MtDiW -- 4
MtPaS -- 2			

#### MONTANA MEDICAL LIBRARIES

MtBilMH -12	MtBilD - 5	MtHC --- 3	MtMisW - 8
MtGrCh - 5	MtHSH -- 1	MtKH --- 1	MtBilBC -3
MtBilSV -2			

#### MONTANA OTHER

Mt ----- 55	Mt-L --- 1	High Schools - 1 (MtGDS)
MtHPI -- 1		

#### OUT OF STATE

Wa ----- 20	WaBr --- 4	WaSpG-L - 3
WaTWH -- 7	Wa-L --- 3	OrP ----- 3
WaSpCo - 7	WaO ---- 3	(19 other libraries under 3)

### \* \* LOANED FROM PATIENTS' LIBRARY \* \*

MtDe --- 6	MtBr --- 6	MtCol -- 5
MtWh --- 4		(16 other Montana Libraries with under 4 requests each)
AkV ---- 1		

## INTERLIBRARY LOAN STATISTICS SUMMARY

412 loans were processed in 1992. Of the 412 total, 275 were for books, 109 were for periodicals, 12 were for videos, 6 were slide presentations, 10 were for sound recordings.

It is encouraging to note that again the staff at Montana State Hospital used ILL more than any other group. Many of these requests were for periodicals. 283 requests came from staff at Warm Springs and Galen.

WCC inmates again constituted the next largest group of interlibrary loan users. Obviously, the service provided by the Patients' Library to that institution is greatly needed. Many of the items requested related specifically to prison literature or job training programs, or for new items that were not yet a part of Patients' Library collection. As predicted use went up in 1992 as WCC is now offering courses from the College of Great Falls. 91 ILL requests were filled for WCC.

The patients were the next smallest group of users, but the interlibrary loan number represents those books or selections that could not be filled from Patients' Library. Interlibrary loan requests were generally for very specific or technical information that could not be found here. 19 ILL requests were filled for patients.

Forensic was the next smallest group of users for 1992. It is encouraging to see that Forensic patients do not use ILL very often as these patients are extremely ill and destroy books frequently. 15 ILL requests were filled for Forensic patients in 1992.

WCC staff was the smallest group of ILL users. Often these requests were for literature items or periodical articles related to subject matter taught at the Center. 11 ILL requests were filled for WCC staff.

71 items were loaned out of state. Almost all of these requests were for periodicals and books from staff members.

Montana State Library was utilized more than any other library again in 1992. 55 requests were filled from MSL. In addition MSL performed 6 online searches for staff subject requests and countless searches for book and information requests at Patients' Library.

As more items from Patients' Library are added to the WLN database, more libraries are borrowing from us. Patients' Library loaned 40 items on interlibrary loan in 1992, 21 items in 1991, and only 2 items in 1990.

Spreading the ILL load is becoming much easier as more libraries add their holdings on to WLN.

# PATIENTS' LIBRARY

## 1992 YEAR-END STATISTICS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL
<b>CHECKOUT:</b>													
FICTION	162	122	193	207	130	143	128	104	104	78	105	133	1609
NON-FICTION	130	86	128	112	80	99	114	86	91	41	58	83	1108
JUV. FICTION	4	2	2	17	7	11	12	6	8	3	1	2	75
TRUNK BOOKS	38	10	---	---	---	23	---	---	---	---	---	---	71
RECORDS	21	29	34	41	12	9	9	10	27	13	10	5	220
CATALOGS	10	5	6	9	6	---	5	4	4	7	7	1	63
GAMES/PUZZLES	1	---	---	---	---	---	---	---	---	1	---	---	2
TALK BOOK	---	---	---	---	---	---	---	---	4	10	---	---	24
<b>BOOKS:</b>													
<b>CLOSED WARDS:</b>													
FORENSIC	18	12	10	19	16	35	2	3	13	---	3	14	145
GALEN/LIGHTHOUSE	1	5	2	2	---	---	2	---	3	---	---	5	20
WCC	110	82	82	84	57	73	48	47	48	31	37	50	749
SPRATT	---	---	---	2	---	---	---	---	---	---	---	---	2
<b>USERS:</b>													
PATIENTS	622	459	520	587	420	475	461	348	233	276	311	327	5139
EMPLOYEES	208	144	158	173	136	149	159	118	109	110	111	127	1702
WCC	66	36	61	61	45	90	56	56	39	39	63	54	666
EMP. CH.	3	8	5	6	---	9	8	---	2	2	---	2	45
PUBLIC	---	---	---	3	---	---	2	---	---	---	---	---	9
<b>ACTIVITY:</b>													
MUSIC	335	217	232	227	204	194	260	172	126	114	127	114	2322
PAPERS/MAGAZINES	193	158	187	197	165	172	212	147	106	129	139	124	1929
<b>REFERENCE:</b>													
ANS. HERE	24	16	22	23	18	21	18	10	14	12	12	17	207
MSL REF #	5	1	2	5	---	---	3	1	---	---	---	1	18

## **SUMMARY OF YEAR-END STATISTICS**

### **PATIENTS' LIBRARY**

The library encountered two major changes during 1992. First of all, the role of the library changed as the Multi-Purpose building became the center for the Day Care Treatment area. Patients' Library supported this effort with its collection and with donation of time from the library staff itself. Secondly, the hospital's population dropped by 30%. Obviously patient use statistics were down also.

1992 was also a turbulent year politically for the Deer Lodge Valley. The state decided to let WCC remain at Warm Springs and to cancel construction plans for a new facility in Billings. The state also decided to close all of the units at Galen excluding the Chemical Dependency Center which they will move. At this date it is unknown how many patients and staff will be transferred from Galen to Warm Springs. It is known however, that Patients' Library will serve those who do move.

The increase in use by staff children for the year is due primarily to visits by one pre-school child who liked to come in with her grandfather about once a week. The other children came in the summer during their vacation.

WCC inmates are major users of Patients' Library. The inmates either come directly or in escorted groups and they also use the "campus mail system" extensively.

Spratt 219 has a rotating book cart that is changed every four to six months. Some of the 219 patients come to the library personally in groups or as individuals. The librarian runs a weekly reading program at the unit. And many patients have library cards and check out books. The staff uses the book cart mainly to read to patrons who can no longer read themselves.

Beginning in 1991, Patients' Library began using cassette recorders and tapes in the listening room. This allowed the library to circulate all of their record albums. Cassette tapes do not circulate yet however. A large amount of patrons listen to music in the library.

Various games and puzzles were removed from the library in 1992 and donated to the units as they are never used and rarely checked out.

Reference questions were up from 1991 as were checkouts for juvenile fiction and record albums.

Other statistics of interest:

1. New Patrons for 1992 -- 357
2. New Books Processed 1992 -- 191
3. Books added to Forensic Library 1992 -- 75



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